

Licence Condition 4.6 (a) and (b)
Licence Condition 4.9 (a) and (e)
Licence Condition 5

Quarterly Quality of Service Report to Postcomm and Consumer Focus

2009/10 Quarter 1 Report



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NATIONAL QUARTER 1 REPORT 2009/10

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OVERVIEW OF QUALITY OF SERVICE PERFORMANCE

QUARTER 1 2009/10

This report is produced in accordance with Conditions 4.9(a), 4.9(e), 4.6(a), 4.6(b) and Condition 5 of Royal Mail's Licence.

The Annex to Condition 4 of the Licence details twelve Scheduled Services and Standardised Measures. Each of the twelve (apart from Special Delivery) has four performance bands, with the consequences of performance in each band explained in the Licence.

The Quarter 1 reporting period for all measures except European International Delivery was 23 March 2009 – 7 June 2009 (11 weeks).

The Quarter 1 reporting period for European International Delivery was 1 April 2009 – 30 June 2009.

In the quarter the full-year Licence Standards were beaten for the three Business / Bulk Groupings, Retail First Class, Retail Second Class, Standard Parcels, European International Delivery, the two USO Standards for Delivery and Collection, and the Standard for Correctly Delivered Mail.

The results in the Quarter for Special Delivery (Next Day) and the geographical Standard for First Class Retail Delivered in the Postcode Areas were below the full-year requirement.

The summary is:

Scheduled Service Or Standardised Measure	Quarter 1 Actual cw Full Year Target
Retail First Class	+1.5
Retail Second Class	+0.4
Bulk First Class	+1.9
Bulk Second Class	+0.7
Bulk Third Class	+1.8
Standard Parcels	+5.8
European International Delivery	+12.3

Special Delivery (Next Day)	-0.5
Postcode Area % Delivered	-4/118 PCAs
% Of Collection Points Served Each Day (USO)	+0.03
% Of Delivery Routes Completed Each Day (USO)	+0.04
% Of Items Correctly Delivered	+0.11

The PCA-level results at Quarter 1 are subject to wide statistical accuracy which will narrow as the year progresses as more samples are taken into account.

Overall, the Quarter 1 performance was strong and provided a good foundation for the rest of the year. At 94.5 First Class Retail was the best result for Quarter 1 since comparable records are available back to 1995 / 1996. However, performance in Quarter 2 will be impacted by the several days of industrial action primarily in London but also in other parts of the UK.

The following report details the results for Quarter 1 against the Licence Condition 4 Scheduled Services and Standardised Measures.

In addition, the Licence requires Royal Mail to provide quarterly results against the following Non-Standardised Measures which do not have Licence targetry. These are associated:

- The percentage of deliveries in the UK which are made by the latest delivery times.
- The percentage of collections in the UK which are made from Post Office letter boxes and other social access points at or after the final advertised time of collection, plus the percentage of business collections made no earlier than the collection window.
- The percentage of Downstream Access products which are delivered on the first working day after receipt by Royal Mail.

The report also includes, in accordance with Licence Condition 5, the quarterly statement on the application of the Complaints Handling Standards.

Table 1.

**Scheduled Services & Standardised Measures
Actual Quarter 1 Results
2009/10**

Standard	Scheduled Services & Standardised Measures		
	Standards %	Quarter 1 %	Quarter 1 95% cl
Grouping 1 (Retail First Class)	93.0	94.5	+/- 0.2
Grouping 2 (Retail Second Class)	98.5	98.9	+/- 0.2
Grouping 3 (Bulk First Class)	91.0	92.9	+/- 1.0
• 1 st Class Postage Paid Impression	-	92.9	+/- 0.4
• 1 st Class Response Services	-	91.0	+/- 1.8
• Mailsort 1	-	94.4	+/- 2.6
• Presstream 1	-	92.0	+/- 1.1
Grouping 4 (Bulk Second Class)	97.5	98.2	+/- 0.7
• 2 nd Class Postage Paid Impression	-	98.3	+/- 0.4
• 2 nd Class Response Services	-	96.2	+/- 1.2
• Mailsort 2	-	98.6	+/- 0.9
• Presstream 2	-	97.5	+/- 0.9
Grouping 5 (Bulk Third Class)	97.5	99.3	+/- 0.8
Standard Retail Parcels	90.0	95.8	+/- 0.8
European International Delivery	85.0	97.3	+/- 0.6
Special Delivery #	99.0	98.5	##
Postcode Area Target % (Delivered)	91.5 (in 118/118)	114 of 118	
Percentage Of Collection Points Served Each Day	99.90	99.93	
Percentage Of Delivery Routes Completed Each Day	99.90	99.94	
Percentage Of Items Delivered Correctly	99.50	99.61	+/- 0.25

- Standard is full-year cumulative.
- ## Product subject to continuous sampling (confidence limit inapplicable).
- 95% cl = 95% confidence limit.
- # The result for Special Delivery is for all Special Delivery (Next Day) items. The Licence target is for Special Delivery (Next Day) other than when sold to users having an account with the licensee buying the service using their account. The Royal Mail measurement system is unable to separate the performance for account and non-account customers in this way.

Table 2.

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 1 Results
2009/10**

Postcode Area	Q1	C/L	✓☒
AB Aberdeen	94.8	+/- 2.2	✓
AL St Albans	97.1	+/- 1.5	✓
B Birmingham	94.9	+/- 1.5	✓
BA Bath	95.4	+/- 2.0	✓
BB Blackburn & Burnley	97.0	+/- 1.6	✓
BD Bradford	95.9	+/- 1.8	✓
BH Bournemouth	94.5	+/- 2.0	✓
BL Bolton	94.4	+/- 2.2	✓
BN Brighton	95.2	+/- 1.7	✓
BR Bromley	93.8	+/- 2.2	✓
BS Bristol	95.4	+/- 1.4	✓
BT Northern Ireland	93.1	+/- 1.8	✓
CA Carlisle	97.2	+/- 1.5	✓
CB Cambridge	96.6	+/- 1.7	✓
CF Cardiff	93.8	+/- 1.8	✓
CH Chester & Deeside	91.8	+/- 2.5	✓
CM Chelmsford	95.1	+/- 1.9	✓
CO Colchester	92.9	+/- 2.4	✓
CR Croydon	96.1	+/- 1.8	✓
CT Canterbury	94.7	+/- 2.1	✓
CV Coventry & Warwickshire	93.1	+/- 2.2	✓
CW Crewe	96.2	+/- 1.8	✓
DA Dartford	96.8	+/- 1.6	✓
DD Dundee	93.5	+/- 2.3	✓
DE Derby	94.3	+/- 2.1	✓
DG Dumfries	96.6	+/- 1.7	✓
DH Durham	93.7	+/- 2.2	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 1 Results
2009/10**

Postcode Area	Q1	C/L	✓☒
DL Darlington	95.3	+/-2.0	✓
DN Doncaster	97.4	+/-1.4	✓
DT Dorchester	94.8	+/-2.0	✓
DY Dudley	95.2	+/-2.0	✓
E London East	94.6	+/-1.9	✓
EC City of London	96.7	+/-1.8	✓
EH Edinburgh	95.2	+/-1.7	✓
EN Enfield	95.2	+/-2.0	✓
EX Exeter	95.3	+/-1.9	✓
FK Falkirk	95.6	+/-2.1	✓
FY Fylde	95.1	+/-2.0	✓
G Glasgow	95.5	+/-1.5	✓
GL Gloucester	94.6	+/-2.2	✓
GU Guildford	94.4	+/-1.7	✓
HA Harrow	93.3	+/-2.4	✓
HD Huddersfield	97.1	+/-1.6	✓
HG Harrogate	93.8	+/-2.2	✓
HP Hemel Hempstead	93.9	+/-2.2	✓
HR Hereford	93.7	+/-2.3	✓
HS Hebrides	70.8	+/-4.6	⊕
HU Hull	95.6	+/-1.9	✓
HX Halifax	98.0	+/-1.3	✓
IG Ilford	94.7	+/-2.1	✓
IP Ipswich	95.4	+/-1.9	✓
IV Inverness	92.1	+/-2.7	✓
KA Kilmarnock	95.5	+/-2.1	✓
KT Kingston upon Thames	96.8	+/-1.7	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 1 Results
2009/10**

Postcode Area	Q1	C/L	✓☒
KW Kirkwall	89.6	+/-3.1	⊕
KY Kirkcaldy	93.3	+/-2.4	✓
L Liverpool	94.2	+/-1.9	✓
LA Lancaster	96.1	+/-1.9	✓
LD Llandrindod Wells	94.8	+/-2.2	✓
LE Leicester	93.7	+/-1.8	✓
LL North Wales	92.8	+/-2.5	✓
LN Lincoln	89.9	+/-3.1	☒
LS Leeds	94.3	+/-1.9	✓
LU Luton	95.0	+/-2.1	✓
M Manchester	94.3	+/-1.6	✓
ME Maidstone	97.0	+/-1.6	✓
MK Milton Keynes	94.8	+/-2.1	✓
ML Motherwell	95.8	+/-1.9	✓
N London N	95.8	+/-1.8	✓
NE Newcastle	95.0	+/-1.7	✓
NG Nottingham	94.2	+/-1.8	✓
NN Northamptonshire	92.5	+/-2.3	✓
NP Newport	93.4	+/-2.5	✓
NR Norwich	93.6	+/-2.3	✓
NW London NW	94.3	+/-2.3	✓
OL Oldham	93.0	+/-2.5	✓
OX Oxford	92.2	+/-2.6	✓
PA Paisley	95.7	+/-2.1	✓
PE Peterborough	95.9	+/-1.6	✓
PH Perth	96.1	+/-1.9	✓
PL Plymouth	95.5	+/-2.0	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 1 Results
2009/10**

Postcode Area	Q1	C/L	✓☒
PO Portsmouth	94.9	+/-2.0	✓
PR Preston	94.4	+/-2.3	✓
RG Reading	90.2	+/-2.4	☒
RH Redhill	95.9	+/-1.7	✓
RM Romford	96.2	+/-1.7	✓
S Sheffield	94.1	+/-1.6	✓
SA Swansea	94.6	+/-2.0	✓
SE London SE	95.1	+/-1.8	✓
SG Stevenage	96.1	+/-1.8	✓
SK Stockport	94.9	+/-2.0	✓
SL Slough	93.9	+/-2.3	✓
SM Sutton	96.1	+/-1.8	✓
SN Swindon	89.0	+/-3.1	☒
SO Southampton	95.3	+/-1.8	✓
SP Salisbury	91.6	+/-2.7	✓
SR Sunderland	93.3	+/-2.5	✓
SS Southend-on-Sea	94.0	+/-2.2	✓
ST Stoke-on-Trent	89.7	+/-2.9	☒
SW London SW	94.9	+/-1.7	✓
SY Shrewsbury & Mid Wales	95.0	+/-2.1	✓
TA Taunton	96.2	+/-1.8	✓
TD Borders	95.5	+/-2.0	✓
TF Telford	94.3	+/-2.3	✓
TN Tonbridge	94.8	+/-1.9	✓
TQ Torquay	93.7	+/-2.4	✓
TR Truro	96.2	+/-1.9	✓
TS Teesside	96.4	+/-1.8	✓

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 2. (Continued)

**Postcode Area (PCA) First Class Stamped and Metered Delivered In PCA
Actual Quarter 1 Results
2009/10**

Postcode Area	Q1	C/L	✓☒
TW Twickenham	94.4	+/-2.1	✓
UB Uxbridge	94.7	+/-2.1	✓
W London West	93.0	+/-2.1	✓
WA Warrington	95.1	+/-2.0	✓
WC London West Central	95.5	+/-2.1	✓
WD Watford	96.5	+/-1.7	✓
WF Wakefield	96.2	+/-1.8	✓
WN Wigan	94.9	+/-2.2	✓
WR Worcester	95.1	+/-2.0	✓
WS Walsall	94.0	+/-2.3	✓
WV Wolverhampton	92.0	+/-2.6	✓
YO York	97.0	+/-1.6	✓
ZE Lerwick	42.7	+/-5.2	⊕

☒ = Areas below full-year target

✓ = Areas meeting or exceeding full-year target

⊕ = Exempted from postcode area targets

Table 3.

**Percentage of Deliveries By Latest Delivery Times
Actual Quarter 1 Results
2009/10**

Standard	Urban Quarter 1	Rural Quarter 1
UK	98.6	99.5

Table 4.

**Percentage Of Street/POL Collections At Or After Final Advertised Time Of Collection
Plus Percentage Of Business Collections Made No Earlier Than The Collection Window
Actual Quarter 1 Results
2009/10**

	Percentage Of Street/POL Collections At Or After The Final Advertised Time Of Collection Plus Percentage Of Business Collections Made No Earlier Than The Collection Window
National Result	Quarter 1
UK	99.6

Table 5.

**Downstream Access Products
Actual Quarter 1 Results
2009/10**

	Percentage Delivered On The First Working Day After Receipt By Royal Mail	
National Result	Quarter 1	
UK	96.8	+/- 0.4

Table 6.

**Licence Condition 5 – Application of Complaints Handling Standards
Quarter 1 2009/10**

Category Of Consumer Complaint	Complaints		Recompense Paid £
	Received And Completed	Received And Not Completed	
Loss	74,032	4,064	£1,027,330
Redirection	23,930	1,435	£47,840
Mis-Delivery	17,113	415	£3,134
Delivery Procedure Errors	15,412	545	£10,481
Unconfirmed Delay/Loss	6,940	2,539	£3,671
Delay	9,007	378	£63,411
Damage	7,212	410	£66,792
Redelivery Failure	6,907	358	£622
P739 Failure	6,747	116	£1,200
International Loss	3,530	401	£50,674
Other	26,862	1,503	£133,525
Total	197,692	12,164	£1,408,679

Notes:

The “Recompense” figures include all payments made to relevant customers in accordance with the product terms and conditions, the regulatory compensation scheme for delay, and any goodwill payments made in respect of customer complaints received in the quarter.